

# **SC CUSTOMER INFORMATION ADVISORY GROUP MEETING SUMMARY**

**September 6, 2000**

## **Agenda Items**

- Status of Previous Action Items (Rice)
- Performance Measures (Griffin)

## **Previous Action Items**

The status of action items from the August 30, 2000 CIAG meeting was summarized as follows:

- SC-621 was to report back to the CIAG on the impact of the printer policy decisions made at the August 30 meeting. Pat Rice noted that there are currently three requests for desktop printers, with several more expected from OBER; and that a request for a network printer from OBER had been withdrawn. SC-621 will provide printer status to the CIAG as issues arise.
- The discussion of the Cyber Security End User Responsibility Policy will be rescheduled for the September 13 CIAG meeting.

## **Other Status Items**

- Ted Griffin provided an update on the status of the SC HQ IM FY01 budget. He noted that in a meeting with Dr. Decker on September 5, 2000, it was decided that approximately \$8.3 million would be designated for the IM budget initially, but that additional funds may become available in the second half of the fiscal year. For purposes of drafting the FY01 IM Operating Plan, the IM Team will plan for approximately \$11.6 million total funding in FY01. To accommodate the anticipated phased provision of funds, emphasis will be placed on retaining staff and delaying purchases to the second half of the year. The draft Operating Plan will be provided to the CIAG for review and comment prior to seeking IM Board approval.
- Brent Baker provided an updated list of Outlook users who still need to reduce the large volume of files being retained. Baker also provided some screen shots showing how to easily determine how much total space (e.g., mail, calendar, contacts, sent items, etc.) each user is taking up in Outlook. (This can be done quickly by right clicking on Outlook Today and then clicking on Properties and Folder Size.) It was noted that a number of users who need to reduce their files in Outlook are at Forrestal; and it was suggested that CIAG members located at Forrestal provide some advice and assistance to these users. Caryle Miller requested that the SCSC contact John Yates to resolve questions about the location of his Outlook files. John Willis requested that the Outlook list be provided by program if possible.

- Pat Rice noted that SC-30 had volunteered E-243 to be the location of the third videoconference room.

## **Performance Measures**

Ted Griffin sought the CIAG's endorsement of the proposed performance measures, noting that these measures were intended to reflect customer satisfaction with SC-621 performance; that it was important that they be conveniently trackable; and that they would be stated as percentages, each having a goal of 100%. He also noted that the proposed measures are intended to be a starting point that can be improved upon as they are used. After discussion of each of the proposed measures, the following decisions were made:

- Combine measures 4 and 5, which address the percent of Support Center calls answered by a person (as opposed to a recording) and the percent answered within 30 seconds.
- Report back to the CIAG on whether measure 6, which has to do with the percentage of Support Center calls in the critical, high and medium categories that are resolved in two hours, can actually be tracked.
- Delete measure 9, which has to do with the percentage of policies in place covering all IM lifecycle boxes.
- Provide the data used to produce the measurement when reporting the measurements monthly.

The revised list of performance measures will be provided to the CIAG at the next meeting. They will be implemented on October 1, 2000.

## **Action Items**

- Draft IM Operating Plan to be provided to CIAG for review by 09/20/00. (Griffin)
- SCSC to contact John Yates (SC-80) to resolve Outlook-related questions by 9/13/00. (Green)
- SCSC to see if the list of Outlook users who need to reduce their volume of retained mail can be provided by program. (Green)
- Provide revised performance measures to CIAG by 9/13/00. (Griffin)
- Implement performance measurement as of 10/01/00. (Griffin/Green)
- Schedule discussion of End-User Responsibility Policy for 9/13/00 CIAG meeting. (Green/Rice)

### **Proposed 9/13/00 Meeting Agenda**

- Cyber Security Discussion
  - Rules of Behavior
  - End User Responsibilities

### **Meeting Attendees**

Name		Organization	Contact Information
John	Willis – Chair	SC-55	3-4095
Pat	Rice – Exec. Sec	SC-621	3-4556
Dean	Oyler	SC-22	3-6394
Jane	Hiegel	SC-30	3-5800
Shahida	Afzal	SC-50 (ESMT)	3-4941
Emily	Knouse	SC-622	3-1577
Caryle	Miller	SC-82	3-8434
Paul	Arveson	SC-621	3-1893
Brent	Baker	SC-621	3-2345
Jeanne	Beall	SC-621	3-4587
Sue	Farrand	SC-621	3-1884
Kirk	Harrison	SC-621	
Joanna	Martin	SC-621	3-5730
Anne	Priebe	SC-621	3-2449
Ted	Griffin	SC-621	3-4602
Dick	Yockman	SC-621	3-3394